





















Scorecard >

1.0 Customer		 ADD			
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal
<u>Responsive permit and enforcement services</u>					
 <u>% of Residential Plans reviewed within deadlines established by ordinance.</u>	Dec 2006	96.15 %	100.00 %	96.64 %	100.00 %
 <u>% of Commercial Plans reviewed within deadlines established by ordinance.</u>	Dec 2006	99.05 %	100.00 %	98.22 %	100.00 %
 <u>Average carryover inspections</u>	Dec 2006	0.39	0.50	1.12	0.50
 <u>% of Expired Permit cases that were closed prior to ticket issuance.</u>	Dec 2006	94.64 %	90.00 %	95.28 %	90.00 %
 <u>% of DEPARTMENTAL cases closed prior to ticket issuance</u>	Dec 2006	76 %	75 %	71 %	75 %
 <u>Avg # of days from complaint received to initial inspection - DEPT</u>	Dec 2006	15	14	15	14
2.0 Financial		 ADD			
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal
<u>Meet Budget Targets [Building]</u>					
 <u>Revenue: Total (Building)</u>	FY07 Q1	\$21,887	\$16,434	\$21,887	\$16,434
 <u>Expen: Total (Building)</u>	FY07 Q1	\$8,792	\$10,492	\$8,792	\$10,492
 <u>Monthly Expenditures - Total</u>	Dec 2006	\$3,051	\$3,532	\$8,791	\$10,596
 <u>Monthly Revenue - Total</u>	Dec 2006	\$2,195	\$2,637	\$21,887	\$16,433
3.0 Internal		 ADD			
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal
<u>Timely identification and remediation of nuisances unsafe structures</u>					
 <u>Average unsafe structures cases processing time</u>	Dec 2006	163	315	176	315
 <u>Avg # of days to demolish an Unsafe Structure after demolition order issued.</u>	Dec 2006	0	15	16	15
<u>Consistent interpretation and application of building code practices</u>					
 <u>Number of Building Code Workshops</u>	Dec 2006	0	0	2	2
 <u>Percentage of plans rejected (minor alterations, repairs and additions).</u>	Dec 2006	33 %	25 %	32 %	25 %
 <u>Percentage of plans rejected (other applications except plan revisions).</u>	Dec 2006	61 %	50 %	59 %	50 %
4.0 Learning and Growth		 ADD			
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal
Initiatives >					
Name			Start	Finish	Complete
<u>Institute Plans Advancement System (#5, Priority)</u>			2/1/2006	2/1/2007	
<u>Establish a Graduated Penalty System (#6, Priority)</u>			2/28/2006	2/28/2007	
<u>Expand A-Team (#7, Priority)</u>			1/31/2006	1/31/2007	
<u>Simplify checklists and migrate from voluntary to involuntary use (#8, Priority)</u>			5/26/2006	5/26/2007	
<u>Continue to Promote Electronic Plans Submittal Program (#9)</u>			10/1/2005	9/30/2006	
<u>Create Internal Supervisory Oversight Program (#10)</u>			10/1/2005	9/30/2006	
<u>Explore Use of Geographic Information System (#11)</u>			4/1/2006	4/1/2007	
<u>Strengthen Performance Measurement Reporting (#12)</u>			5/1/2006	5/1/2007	
<u>Institute "Wal-Mart" Style Greeter (#14, Priority)</u>			1/1/2006	1/31/2006	100%
Budget:	Timing:				
<u>Allow Easier Access to Plans Reviewers (#15, Priority)</u>			2/26/2006	2/26/2007	
<u>Standardize Fee Collection and Payment Locations (#20)</u>			2/26/2006	2/28/2007	
<u>Make Plans Available On-line (#21)</u>			5/27/2006	5/27/2007	
<u>Explore Methods to Increase Staff Efficiency (#23)</u>			3/31/2006	3/31/2007	
<u>Optimize Queing Potential and/or Concurrent Plans Review (#24)</u>			12/1/2006	12/1/2007	

Scorecard Details >

<u>Exception Report</u>		Owners	Monitors
Scorecard Name:	Building	Salas, Juliana Boza, Monica Danger, Charles Smith, Terry Moreno, Chaveli	Marko, Thomas Munoz, Alex
Description:			

Parent Scorecards	Child Scorecards
ACM Scorecard - Alex Munoz (Land Use & Development)	Building Division
ACM Scorecard - Munoz, Alex	Electrical Division
	Mechanical Division
	Plumbing Division
	Airport Division
	Enforcement Division

External Applications >

Attachments >

Title	Status	Check Out
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Building Business Plan Report

Run Date: 2/2/2007

Customer Perspective

Objective Name	Owner(s)
Responsive permit and enforcement services	Monica Boza Chaveli Moreno Juliana Salas Terry Smith

Initiatives Linked To Objective	Owner(s)
Expand A-Team (#7, Priority)	Thomas Marko
Simplify checklists and migrate from voluntary to involuntary use (#8, Priority)	Thomas Marko
Continue to Promote Electronic Plans Submittal Program (#9)	Thomas Marko
Institute "Wal-Mart" Style Greeter (#14, Priority)	Thomas Marko
Allow Easier Access to Plans Reviewers (#15, Priority)	Thomas Marko
Make Plans Available On-line (#21)	Thomas Marko
Optimize Queing Potential and/or Concurrent Plans Review (#24)	Thomas Marko

GrandParent Objectives
Use consistent, fair and effective means to achieve code compliance

Parent Objectives
(NU4.1) Resident and business voluntary compliance with county codes (priority outcome)






Measure	Owner(s)
% of Residential Plans reviewed within deadlines established by ordinance.	Monica Boza Chaveli Moreno Juliana Salas Terry Smith

Percentage of residential plans reviewed in 20 working days or less by the Department as a whole.

Performance				
Ind	Actual	Goal	Variance	Date
<div><div></div></div>	96.15 %	100.00 %	(3.85) %	12/31/2006



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
	% of BUILDING Residential Plans reviewed within deadlines established by ordinance	92.31 %	100.00 %	Dec 2006
	% of ELECTRICAL Residential Plans reviewed within deadlines established by ordinance	97.62 %	100.00 %	Dec 2006
	% of MECHANICAL Residential Plans reviewed within deadlines established by ordinance.	100.00 %	100.00 %	Dec 2006
	% of PLUMBING Residential Plans reviewed within deadlines established by ordinance.	100.00 %	100.00 %	Dec 2006
	% of STRUCTURAL Residential Plans reviewed within deadlines established by ordinance	93.06 %	100.00 %	Dec 2006

Measure
Owner(s)

% of Commercial Plans reviewed within deadlines established by ordinance.

Monica Boza Chaveli Moreno Juliana Salas Terry Smith

Percentage of commercial plans reviewed in 24 working days or less by the Department as a whole.

Performance

Ind	Actual	Goal	Variance	Date
■	99.05 %	100.00 %	(0.95) %	12/31/2006


Initiatives Linked To Measure
Owner(s)
Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
■	% of BUILDING Commercial Plans reviewed within deadlines established by ordinance	96.70 %	100.00 %	Dec 2006
▲	% of ELECTRICAL Commercial Plans reviewed within deadlines established by ordinance	100.00 %	100.00 %	Dec 2006
▲	% of MECHANICAL Commercial Plans reviewed within deadlines established by ordinance.	100.00 %	100.00 %	Dec 2006
■	% of PLUMBING Commercial Plans reviewed within deadlines established by ordinance.	98.36 %	100.00 %	Dec 2006
▲	% of STRUCTURAL Commercial Plans reviewed within deadlines established by ordinance	100.00 %	100.00 %	Dec 2006

Measure
Owner(s)

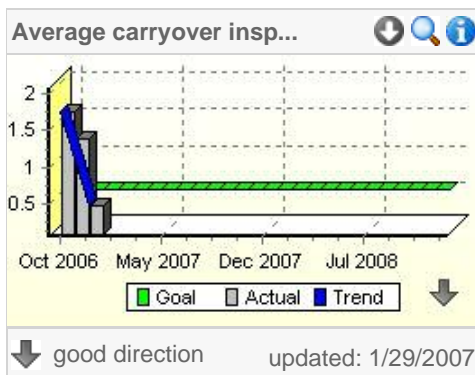
Average carryover inspections

Monica Boza Chaveli Moreno

The average number of carryover inspections per discipline (number of inspections not performed within 24 hours of request).

Performance

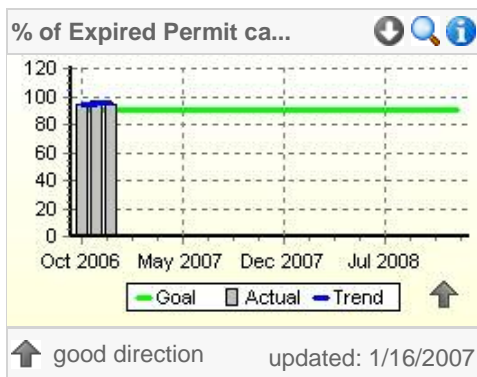
Ind	Actual	Goal	Variance	Date
▲	0.39	0.50	0.11	12/31/2006


Initiatives Linked To Measure
Owner(s)
Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	Average number of BUILDING carryover inspections.	0.42	0.50	Dec 2006
▲	Average number of ELECTRICAL carryover inspections.	0.03	0.50	Dec 2006
▲	Average number of MECHANICAL carryover inspections.	0.01	0.50	Dec 2006
▲	Average number of PLUMBING carryover inspections.	0.01	0.50	Dec 2006
■	Average number of ROOFING carryover inspections.	1.56	0.50	Dec 2006

Measure	Owner(s)
% of Expired Permit cases that were closed prior to ticket issuance.	Chaveli Moreno Ronald Szep Monica Boza Juliana Salas Terry Smith

Performance				
Ind	Actual	Goal	Variance	Date
▲	94.64 %	90.00 %	4.64 %	12/31/2006



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date

Measure	Owner(s)
% of DEPARTMENTAL cases closed prior to ticket issuance	Monica Boza Chaveli Moreno Juliana Salas Terry Smith

Percentage of "Work without Permit" and "Lack of Maintenance" cases closed prior to ticket issuance by the above named trade.

Performance				
Ind	Actual	Goal	Variance	Date
▲	76 %	75 %	1 %	12/31/2006



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
▲	% of other cases closed prior to ticket issuance by BUILDING	82 %	75 %	Dec 2006
■	% of other cases closed prior to ticket issuance by ELECTRICAL	74 %	75 %	Dec 2006
▲	% of other cases closed prior to ticket issuance by MECHANICAL.	89 %	75 %	Dec 2006
▼	% of other cases closed prior to ticket issuance by PLUMBING.	64 %	75 %	Dec 2006
▲	% of other cases closed prior to ticket issuance by ROOFING	100 %	75 %	Dec 2006

Measure

Owner(s)

Avg # of days from complaint received to initial inspection - DEPT

Monica Boza Chaveli Moreno Juliana Salas Terry Smith

Performance







Ind	Actual	Goal	Variance	Date
	15	14	(1)	12/31/2006



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
	Average # of days from complaint received to initial BUILDING inspection	18	14	Dec 2006
	Average # of days from complaint received to ELECTRICAL inspection	9	14	Dec 2006
	Average # of days from complaint received to initial MECHANICAL inspection.	24	14	Dec 2006
	Average # of days from complaint received to initial PLUMBING inspection.	15	14	Dec 2006
	Average # of days from complaint received to initial ROOFING inspection.	10	14	Dec 2006
	Average # of days from complaint received to initial UNSAFE STRUCTURES inspection.	12	14	Dec 2006

Financial Perspective

Objective Name	Owner(s)
Meet Budget Targets [Building]	Charles Danger Terry Smith

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measure	Owner(s)
Revenue: Total (Building)	Monica Boza Chaveli Moreno Terry Smith Charles Danger Juliana Salas

Total revenue in \$1,000s (from FAMIS)

Performance

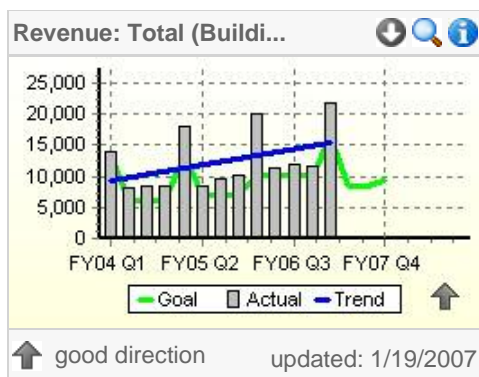
Ind	Actual	Goal	Variance	Date
▲	\$21,887	\$16,434	\$5,453	12/31/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	Revenue - Carryover	14,583	8,522	FY07 Q1
▼	General Revenues	7,304	7,912	FY07 Q1



Measure
Owner(s)

Expen: Total (Building)

Monica Boza Chaveli Moreno Terry Smith Charles Danger Juliana Salas

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance

Ind	Actual	Goal	Variance	Date
▲	\$8,792	\$10,492	\$1,700	12/31/2006


Initiatives Linked To Measure
Owner(s)
Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	Expen: Personnel (Building)	\$7,515	\$7,540	FY07 Q1
▲	Expen: Other Operating (Building)	\$1,276	\$2,947	FY07 Q1
▲	Expen: Capital (Building)	\$1	\$106	FY07 Q1

Measure
Owner(s)

Monthly Expenditures - Total

Monica Boza Terry Smith Chaveli Moreno Juliana Salas

Performance

Ind	Actual	Goal	Variance	Date
▲	\$3,051	\$3,532	\$481	12/31/2006


Initiatives Linked To Measure
Owner(s)
Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▼	Personnel	\$2,992	\$2,513	Dec 2006
▲	Other Operating	\$59	\$984	Dec 2006
▲	Capital	\$0	\$35	Dec 2006

Measure	Owner(s)
Monthly Revenue - Total	Monica Boza Terry Smith Chaveli Moreno Juliana Salas

Performance				
Ind	Actual	Goal	Variance	Date
☑	\$2,195	\$2,637	\$(442)	12/31/2006



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
☑	Revenues	\$2,195	\$2,637	Dec 2006
▲	Revenue - Carryover	0	0	Dec 2006

Internal Perspective

Objective Name	Owner(s)
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Timely identification and remediation of nuisances unsafe structures

Monica Boza Chaveli Moreno Juliana Salas Terry Smith

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.2) Timely identification and remediation of nuisances, including unsafe structures (priority outcome)


Measure	Owner(s)
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Average unsafe structures cases processing time

Chaveli Moreno Ronald Szep Monica Boza Juliana Salas Terry Smith

Average processing time (in days) from open to close date for Unsafe Structure cases without an Injunction.

Performance

Ind	Actual	Goal	Variance	Date
	163	315	152	12/31/2006

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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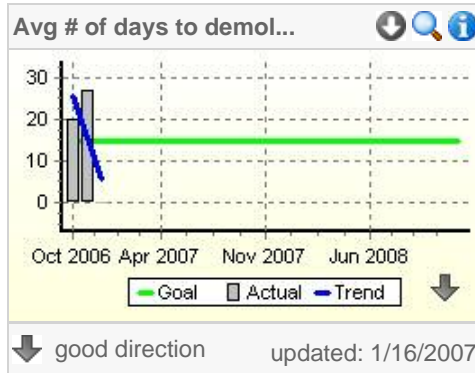
Measure	Owner(s)
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Avg # of days to demolish an Unsafe Structure after demolition order issued.

Chaveli Moreno Ronald Szep Monica Boza Juliana Salas Terry Smith

Performance

Ind	Actual	Goal	Variance	Date
▲	0	15	15	12/31/2006



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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Objective Name

Owner(s)

Consistent interpretation and application of building code practices

Monica Boza Chaveli Moreno Juliana Salas Terry Smith

Initiatives Linked To Objective

Owner(s)

- Institute Plans Advancement System (#5, Priority) Thomas Marko
- Establish a Graduated Penalty System (#6, Priority) Thomas Marko
- Simplify checklists and migrate from voluntary to involuntary use (#8, Priority) Thomas Marko
- Allow Easier Access to Plans Reviewers (#15, Priority) Thomas Marko

GrandParent Objectives

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.3) Consistent interpretation and application of enforcement practices

Measure	Owner(s)
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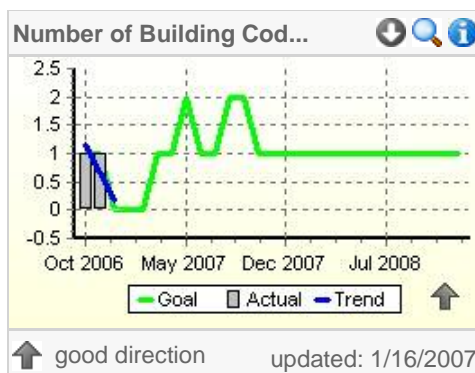
Number of Building Code Workshops

Monica Boza Chaveli Moreno Juliana Salas Terry Smith

Number of Building Code Workshops offered to the construction industry and general public

Performance

Ind	Actual	Goal	Variance	Date
▲	0	0	0	12/31/2006



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	# of Building Code Workshops offered for BUILDING	0	0	Dec 2006
▲	# of Building Code Workshops for ELECTRICAL	0	0	Dec 2006
▲	# of Building Code Workshops for MECHANICAL	0	0	Dec 2006
▲	# of Building Code Workshops for PLUMBING	0	0	Dec 2006
▲	# of Building Code Workshops for STRUCTURAL	0	0	Dec 2006

Measure**Owner(s)**

Percentage of plans rejected (minor alterations, repairs and additions).






Monica Boza Chaveli Moreno Juliana Salas Terry Smith

Key: WALK-THRUS

Performance

Ind	Actual	Goal	Variance	Date
	33 %	25 %	(8) %	12/31/2006

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
	Percentage of Building plans rejected (minor alterations, repairs & additions)	29 %	25 %	Dec 2006
	Percentage of Electrical plans rejected (minor alterations, repairs & additions)	35 %	25 %	Dec 2006
	Percentage of Mechanical plans rejected (minor alterations, repairs & additions).	38 %	25 %	Dec 2006
	Percentage of Plumbing plans rejected (minor alterations, repairs & additions).	40 %	25 %	Dec 2006
	Percentage of Structural plans rejected (minor alterations, repairs & additions).	47 %	25 %	Dec 2006

Measure**Owner(s)**

Percentage of plans rejected (other applications except plan revisions).






Monica Boza Chaveli Moreno Juliana Salas Terry Smith

Key: Plans Processing DROPOFFS

Performance

Ind	Actual	Goal	Variance	Date
	61 %	50 %	(11) %	12/31/2006

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
	Percentage of Building plans rejected (all other applications except plan revisions).	69 %	50 %	Dec 2006
	Percentage of Electrical plans rejected (all other applications except plan revisions)	41 %	50 %	Dec 2006
	Percentage of Mechanical plans rejected (all other applications except plan revisions).	62 %	50 %	Dec 2006
	Percentage of Plumbing plans rejected (all other applications except plan revisions).	56 %	50 %	Dec 2006
	Percentage of Structural plans rejected (all other applications except plan revisions).	85 %	50 %	Dec 2006

Learning and Growth Perspective

- This Perspective is empty.

Initiatives Linked To Scorecard

Name	Project	Status	%	\$		Owner(s)
Institute Plans Advancement System (#5, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Establish a Graduated Penalty System (#6, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Expand A-Team (#7, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Simplify checklists and migrate from voluntary to involuntary use (#8, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Continue to Promote Electronic Plans Submittal Program (#9)		Not Started	%	n/a	n/a	Thomas Marko
Create Internal Supervisory Oversight Program (#10)		Not Started	%	n/a	n/a	Thomas Marko
Explore Use of Geographic Information System (#11)		Not Started	%	n/a	n/a	Thomas Marko
Strengthen Performance Measurement Reporting (#12)		Not Started	%	n/a	n/a	Thomas Marko
Institute "Wal-Mart" Style Greeter (#14, Priority)	1/1/2006	Complete	100%	n/a		Thomas Marko
Allow Easier Access to Plans Reviewers (#15, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Standardize Fee Collection and Payment Locations (#20)		Not Started	%	n/a	n/a	Thomas Marko
Make Plans Available On-line (#21)		Not Started	%	n/a	n/a	Thomas Marko
Explore Methods to Increase Staff Efficiency (#23)		Not Started	%	n/a	n/a	Thomas Marko
Optimize Queing Potential and/or Concurrent Plans Review (#24)		Not Started	%	n/a	n/a	Thomas Marko